



ICAB ELECTRONIC AND SOCIAL MEDIA POLICY FOR STAFF AND VOLUNTEERS

Electronic and social media, when used appropriately, can be a powerful tool to increase awareness, support and sense of community for those of us engaged in advocacy for abused and neglected children. It is important that those who choose to engage in social media understand what is recommended, expected and required when they discuss FCRB-related topics. Our ability to serve children depends entirely on the trust and support of our community, and it is critical that we handle the confidential information entrusted to us responsibly.

When you engage in social media and online communication, you become a public figure. As a public figure that is associated with FCRB, you have a responsibility to help protect this organization and our clients. The following expectations are intended to give you guidance in both promoting and protecting the FCRB program and Members, and to protect the children we serve.

Purpose and Scope

The purpose of any electronic or social media site created/used by ICAB staff is to provide news, in-service training opportunities and other FCRB Program-related materials to FCRB Members serving in Iowa. It is also intended to provide program staff and volunteers a site through which program-related current events and training topics can be discussed. It is not intended nor should it be used as a site to post or exchange information about actual cases that could be used to identify a specific child or other specific parties in a case involving child abuse and neglect or any other information which program staff and volunteers are required to keep confidential by law or policy.

Comments submitted to sites will be reviewed and, at the sole discretion of program staff, a representative sample may be posted on the site or comments may not be posted. In addition to the prohibited information enumerated above, the following forms of information will not be posted:

- a. Comments not topically related to the particular content being commented upon;
- b. Profane language or content;
- c. Use of harassing language or tone;
- d. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
- e. Obscene sexual content or links to obscene sexual content;
- f. Solicitations of commerce;
- g. Conduct or encouragement of illegal activity;
- h. Information that may tend to compromise the safety or security of the public or public systems;
- i. Information or content that violates a legal ownership interest of any other party; or,
- j. Information that promotes or opposes any person campaigning for election to a political office.

User Expectations:

1. Staff

- a. Are permitted to develop and use social media tools as a recruitment and information tool as time allows. This is not a required part of job duties.
- b. Post information about events such as swearing-in local volunteers, interesting articles/videos inspirational quotes and other events at the local or state level.
- c. Have volunteers sign a statement prior to swearing in that gives permission to use their photo for online purposes.
- d. Staff shall notify judges that photographs taken of them may be used in print or electronic media.

2. Members

- a. Can use social media to promote the FCRB program and talk in generalities about their volunteer experiences. FCRB Members must follow the local and state policies on social media.
- b. Cannot at anytime disclose names, circumstances, events or pictures of anyone they are working with, including children, families, caregivers, foster parents, etc.
- c. Are not allowed to friend or follow anyone who would fall under the confidentiality policy such as children, family, foster parents and caregivers.
- d. Cannot use social media to express their opinions about the child welfare process, a ruling, an action taken by a professional or someone on their case.
- e. FCRB Members must use discretion when viewing information from social media about individuals related to FCRB cases that may impact decision-making. FCRB Members will consult with the program Coordinator regarding how best to handle the information.

Information Subject to Public Disclosure

The information submitted to this site is subject to the access and confidentiality provisions of Chapter 22 and any other applicable sections of the Code of Iowa. Any content posted may be subject to public disclosure including Open Records requests.

Authorized Users and Password Protections

Only program staff and sworn ICAB volunteers will be approved to access sites. Persons with approved access shall not allow others to access the site using their login and password information. Passwords shall be different than other agency or program network passwords and be:

- a. At least eight characters,
- b. A mixture of numbers, upper and lower case letters,
- c. Include at least one special character, and
- d. Changed at least every sixty days.